

# ***State Information Technology Advisory Committee Meeting***

Monday, May 15, 2006



# ***Agenda***

- CIO Welcome ~ Lisa Feldner
- Standards/EA Report ~ Cathie Forsch
- SharePoint ~ Kevin Nosbusch
- Mobile Computing Direction ~ Kevin Nosbusch/Tim Frederick
- Large Project Information ~ Mark Molesworth
- Large Projects – 20% Variance
  - RIO - TFFR
- Banner Report ~ Nancy Walz
- Update on Business Intelligence Study ~ Nancy Walz
- Update on Time & Labor ~ John Wohl
- ITD Services Rates for 2007-09 ~ Mike Ressler

# ***CIO Welcome***

Lisa Feldner  
Information Technology Department



# ***Standards/EA Report***

Cathie Forsch  
Tax Department



# ***SharePoint***

Kevin Nosbusch  
Information Technology Department



# ***Mobile Computer Direction***

Kevin Nosbusch/Tim Frederick  
Information Technology Department



# ***Large Project Information***

Mark Molesworth  
Information Technology Department



# ***Closeout***

- DOCR – iTAG Offender Management System (6)
- BND – Core Banking
- DOT – CVISN
- ITD – Second Data Center
- RIO – TFFR Pensions System Replacement
- JSND - Herakles



# ***Execution Phase***

- ITD – Public Safety Mobile Comm. (1)
- CJIS – STARS State's Attorney Module (3)
- ND Tax – TREND Integrated Tax System (4)
- ITD – Mainframe Migration (7)
- ITD - STAGEnet Infrastructure Services
- DOH – Women and Infant Children (WIC)
- Secretary of State – Central Voter File

# ***Planning Phase***

- DHS – Medicaid Systems Project (2)
- Legislative Assembly – Application Replacement Study
- DPI – Special Ed IEP
- DPI – ORS
- DOT – Priority System Rewrite
- JSND – GSI
- WSI –ITTP – Phase I

# ***Origination/Initiation***

- Secretary of State – Knowledge Base (8)
- OMB – Time and Labor (9)
- DOH – Women and Infant Children
- DOT – Pavement Management
- DOT – RIMS

# ***SITAC Ranked Projects Not Funded***

- HP – Computer Aided Dispatch (5)
- ITD – Enhanced Support Center (10)
- ITD – GIS (11)
- DHS – HIPPA (12)

# ***Not a Large Project***

## ***Example:***

- DoH – Health Alert Network (HAN)  
\$683,484.00
  - Of the total request, only \$50,000.00 is intended for development.
  - Remaining funds are for application fees, OC3 circuit costs, and monthly connect charges. These are ongoing costs of a “program” and should not be included in “project” requests in future planning.

# ***NDCC 54-59-23***

1. An executive, legislative, or judicial branch agency, except for institutions under the control of the state board of higher education, shall report to the state information technology advisory committee according to guidelines developed by the department and reviewed by the state information technology advisory committee regarding the plan for and status of any information technology project that is estimated to cost more than two hundred fifty thousand dollars.

# ***NDCC 54-59-23***

2. During the life of the project, the agency shall notify the state information technology advisory committee if:
  - a. At a project milestone, the amount expended on project costs exceeds the planned budget for that milestone by twenty percent or more; or
  - b. At a project milestone, the project schedule extends beyond the planned schedule to attain that milestone by twenty percent or more.

## ***NDCC 54-59-23***

3. A report under subsection 2 must specify corrective measures being undertaken to address any cost or time of completion issue. If the agency has not taken adequate corrective measures within ninety days after the report, the agency shall submit a report to the legislative council's information technology committee regarding the project.



# ***Large Project – 20% Variance***

Teachers' Fund for Retirement (TFFR)  
Pension System Upgrade

Fay Kopp  
ND Retirement and Investment Office (NDRIO)



# ***Project Background***

- NDRIO selected CPAS pension administration software to replace mainframe system in 2004.
- Project goals:
  - Update technology
  - Increase data reliability
  - Enhance system integration capabilities
  - Offer additional services to members and employers
  - Increase staff efficiency
- \$2 million budget approved

# ***Project Actual Timeline***

- 2002 - 2004 Feasibility study; budget approval; vendor and product evaluation; selection of CPAS
- March 2004 Project start up
- Sept 2005 CPAS in Production and Phase 1 activities completed
- Jan 2006 Phase 2 activities completed
- Feb 2006 Project signoff and transition to maintenance and support

# ***20% schedule variance***

- Original project schedule estimate - 19 months  
March 2004 – September 2005
- Actual project schedule - 23 months  
March 2004 – January 2006
- Difference in original schedule and actual schedule  
4 months = 20% variance
- Why???

# ***Main Issues Affecting Schedule***

- Filenet Implementation
  - Early in project, ITD notified NDRIO that support for Visual Info image system was being dropped. NDRIO was asked to migrate all images and workflow processes to FileNet Content Services. ITD later decided on a FileNet upgrade to P8.
  - This effort became a 6-month project within the CPAS implementation project requiring most of the same resources at NDRIO.
  - FileNet sub-project impacted scope, cost and schedule.

# ***Main Issues Affecting Schedule***

- Data Conversion
  - Joint undertaking that involved ITD, NDRIO, and CPAS resources to extract data from mainframe, check extracts, provide files to CPAS, validate data, load data into Oracle tables, and reconcile data with mainframe.
  - Early data analysis, data conversion specifications, and conversion dry runs to test the extract programs recognized data problems, and additional data cleansing was required.
  - Overall data conversion effort took longer than expected.

# ***Main Issues Affecting Schedule***

- Reports
  - Development and testing of reports was originally tasked to NDRIO.
  - Due to project implementation requirements including CPAS data conversion and FileNet image conversion, many “Day 1” production reports were re-tasked to CPAS through change requests, and CPAS added additional resources to complete report development.
  - Overall report development effort took longer than anticipated.

# ***Between a rock and a hard place***

- Evaluation of options
- The iron triangle
  - Cost
  - Scope
  - Schedule





# ***Decisions Affecting Schedule***

- Delay CPAS production
  - Initial plan was to cut over to production at beginning of fiscal year (July 1, 2005). Due to factors noted earlier, and because all year end processing isn't completed until August, NDRIO decided to delay move to CPAS production until September.
  - Delaying CPAS production allowed staff to conduct year end processing on mainframe system including actuarial reports and annual member statements, and to provide a secure base for final data conversion to CPAS.
  - Decision to delay production, along with extended and successful UAT, gave NDRIO high confidence in quality of the data, the product, and the process. As a result, project team decided parallel testing was not needed. Cutover to the CPAS system went smoothly with little or no impact on members, employers or RIO staff.

# ***Decisions Affecting Schedule***

- Extend schedule and break project into 2 phases
  - Phase 1: Implementation of the core system and production cutover to CPAS
    - Completed September 2005
  - Phase 2: Seminar Tracking, Web services, and additional report development
    - Completed January 2006
- Decisions were fully covered in change requests approved by NDRIIO and CPAS.

# ***Project End Results***

- Cost: Nearly \$68,000 under budget
- Scope: No scope changes
- Schedule: 4 months (20%) over initial estimate
  - But also accomplished FileNet implementation not originally scheduled
- Project Outcome: Successful
  - based on attainment of project goals
- Users: Happy
  - with functionality and quality of product
- Project team: Relieved
  - the project is over and was successful

# ***Banner Report***

Nancy Walz  
Information Technology Department



# ***Banner Report - Statistics***

	August 2003		December 2005	
	Number of Sites	Percentage of total	Number of Sites	Percentage of total
Total Sites Tested	<b>94</b>		<b>118</b>	
Compliant	<b>58</b>	<b>62%</b>	<b>73</b>	<b>62%</b>
Partial Compliant	<b>NA</b>	<b>NA</b>	<b>8</b>	<b>7%</b>
Non-Compliant	<b>36</b>	<b>38%</b>	<b>37</b>	<b>31%</b>
		<b>100%</b>		<b>100%</b>

# ***Update on Business Intelligence Study***

Nancy Walz  
Information Technology Department



# ***Update on Time & Labor***

John Wohl  
Information Technology Department



# ***Time & Labor***

- Two Components
  - I. PeopleSoft Proof of Concept
  - II. Time and Labor Implementation





# ***Time & Labor***

## I. PeopleSoft Proof of Concept

- *Purpose:*
  - The intent is to configure a PeopleSoft time and labor environment based on discovery sessions and build a demo of product functionality detailed specifically for a sample portion of ND State agencies.
  - The State of North Dakota will view the “Proof of Concept” demo in order to make a determination if Oracle’s PeopleSoft Time and Labor and Absence Management product will work for ND State agencies.

# ***Time & Labor***

## I. PeopleSoft Proof of Concept

- *Status:*
  - Discovery sessions were conducted with DHS, DOT and AG's office.
  - HR, Payroll, Financial and IT Coordinators contributed
  - Signed contract with Oracle consultants to create demo
  - Currently configuring environment

# ***Time & Labor***

## I. PeopleSoft Proof of Concept

- *Next Steps:*
  - » Complete T/L env. configuration
  - » Outline evaluation documents
  - » Presentation to State agencies and evaluation
  - » Report results

# ***Time & Labor***

## II. Time and Labor Implementation

- Pending PeopleSoft evaluation
  - » RFP for implementation services
  - » RFP for Product and implementation services
- Funding, Resources, Determine rollout

# ***ITD Service Rates for 2007-09***

Mike Ressler  
Information Technology Department



# ***ITD Budget Rates ~ 2007 - 2009***

<u><b>Description of Service</b></u>	<u><b>2005-07 Budget Rates</b></u>	<u><b>2007-09 Budget Rates</b></u>
Desktop Support	\$ 54.00 / hr	\$ 58.00 / hr
Senior Developer	\$ 58.00 / hr	\$ 63.00 / hr
Consulting / Project Mgmt	\$ 75.00 / hr	\$ 78.00 / hr
Developer	\$ 54.00 / hr	\$ 58.00 / hr
Server Admn / App Support	\$ 54.00 / hr	\$ 58.00 / hr
Telephone Systems Analyst	\$ 54.00 / hr	\$ 58.00 / hr
Network Analyst	\$ 54.00 / hr	\$ 58.00 / hr
Wiring Technician	\$ 51.00 / hr	\$ 54.00 / hr
Mainframe Rates	No Change	

# *Service Rate Trends*

## Proposed 2007-09

**Senior Software Developer      \$63.00**

**Software Developer              \$58.00**

## July '05    July '03    July '01    July '99

**Senior Developer    \$58.00      \$56.25      \$55.60      \$50.88**

**Developer            \$54.00      \$52.00      \$51.40      \$47.20**

# ***ITD Budget Rates ~ 2007 - 2009***

<u><b>Description of Service</b></u>	<u><b>2005-07 Budget Rates</b></u>	<u><b>2007-09 Budget Rates</b></u>
County T-1 Fee	\$ 950.00 / connection	\$ 1,050.00 / connection
State Agency T-1 Fee	\$ 840.00 / connection	\$ 890.00 / connection
Device Fee	\$ 29.00 / device	\$ 30.75 / device
Telephone Fee	\$ 21.00 / device	\$ 24.00 / device
Voice Mail	\$ 3.00 / mail box	\$ 5.00 / mail box
Long Distance	\$ .05 / minute	\$ .09 / minute



# *ConnectND ~ 2007-2009 Costs*

## **Bond Repayment ( for Biennium 2 of 5 )**

Higher Ed's Portion ( 71% ) = \$ 3,839,023

State's Portion ( 29% ) = \$ 1,568,052

## **Operational Costs for Financial and Human Resources Modules**

Higher Ed = \$ 67,308 / month

State = \$ 13.08 per FTE / month

State = \$ 6.73 for every \$1 million appropriated

# *ITD Budget Rates ~ 2007 - 2009*

ITD Service Rate Increases will generate an additional \$ 3,574,000 for the biennium

## Impact of Previous ITD Rate Changes

	<u>July '05</u>	<u>July '03</u>	<u>July '01</u>
Overall	< 1,145,663 >	< 3,018,961 >	< 43,535 >

# questions?



**Thank you!**